

NOKIA USER GUIDE



**TRUPHONE FOR NOKIA
V5.0 VoIP**



E52



E55



E72



E75



E79



N85



N86



5630



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INTRODUCTION

What is Truphone?

The Truphone Nokia application offers great Call rates to mobiles and landlines anywhere in the world. You can even call other Truphone users for FREE.

How does Truphone work?

The Truphone application harnesses your Nokia's Wi-Fi or 3G connection to make voice calls over the Internet. That means free mobile/cell phone calls to other Truphone users and cheap calls to anyone else when connected. You can also make calls via Truphone when you are on the move using the 'Truphone Anywhere' feature.

What features are available?

1. Low cost Truphone calls to international and domestic numbers.
2. Free calls to other Truphone users.
3. Tru Anywhere – make low cost international calls when you don't have access to Wi-Fi or 3G.
4. Free Voicemail
5. Call Forwarding

What number options are available?

- When you make a call your mobile/cell number will be shown as your Caller ID (CLI).
- However, you can also purchase a TruNumber. Having a TruNumber allows you to receive calls for FREE via the internet (especially great when roaming!). Your TruNumber includes call forwarding options to ensure you never miss a call when offline.

What do I need to use Truphone?

- **Phone:** A compatible Phone
- **Coverage:** You will need service provider coverage as you may be required to send and receive an SMS.
- **Wi-Fi or 3G:** You will need to connect to a Wireless Access Point (or a 3G connection), to install the software.
- **Secure Access Point Details:** If the Wi-Fi access point that you are connecting to is security enabled you will need to know the required settings to gain internet access.

GETTING STARTED

Once you've installed the Truphone software, your handset should be set up and ready to connect to the Truphone service. If you are new to Truphone we've even added free credit to your account so you can start making low cost Truphone Internet calls straight away!

Finding the Truphone Application

The location of the Truphone application can differ depending on handset type and method of installation.

So we strongly recommend adding Truphone to your active standby applications (see below).

You can normally find the Truphone software in the Installation, Application or My Own folder.

Select either:

- Menu>Installations
- Menu>Applications
- Menu>My own



Adding Truphone to your Active Standby Apps

We recommend that you copy Truphone to your active standby applications so it is available from the home screen. This means you can connect to Truphone in as few as 2 clicks!



- Select Menu>Tools>Settings>Phone>Standby mode>Active standby apps.>Shortcut 1-6.

(or Menu>Tools>Settings> General>Personalisation>Standby mode>Active standby apps>Shortcut 1-6)

- Select **Truphone** from the list.

CONNECTING

Once you've installed the Truphone software, your handset should be set up and ready to connect to the Truphone service. Truphone works by routing your calls over the internet, and you can connect to Truphone via Wi-Fi (or 3G).



1. Navigate to Menu > Contacts and tab across to Truphone
2. Select Options > Activate service



3. Select **OK** to search for a network to connect to



4. Select your WLAN network

If you are connecting to a secure access point:

- a. Enter the security details and select **OK**
- b. Select **OK** to save the Access Point



5. Truphone connects.

You are now able to use Truphone to make calls

Note: This image shows a connection to Truphone via Wi-Fi. For instructions about connecting via 3G, please see [Managing Connections](#) later in this guide

How to check you are connected...



Indicates that you are connected to Truphone



A 3G connection to Truphone



A Wi-Fi connection to Truphone

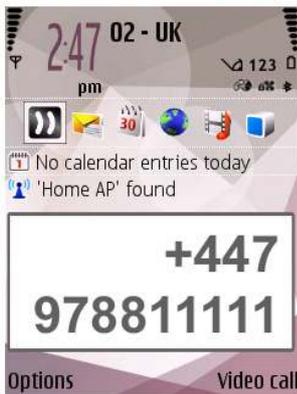
If Truphone does not connect you may need to change your Access Point or handset settings. For more information see the **Resolving connection issues** section later in this guide.

You can also configure Truphone to decide which Access Points you want to connect to automatically, and which you want to connect to manually. See our **Managing connections** section later in this guide.

TRUPHONE CALLS

Making a call couldn't be easier; simply dial a number or choose a contact as usual.

Your call will be made over the internet if you are connected to Truphone.



1. Press the standard green **Call** button

Note: You will need to ensure you are using the correct international number format. International numbers begin with '+' (or 011/00) followed by the country code. For example, to call the UK you input: '+44XXXXXXXXXX'.



2. Or select **Internet Call** from the options list.

Truphone offers great international call rates to mobiles and landlines anywhere in the world. Exactly the same call charges apply from wherever in the world, you connect to, and use Truphone.

<http://www.truphone.com/applications/>



Means you are making a Truphone (Internet) call



Means you are making a regular Mobile/Cell phone call.

Note:

If you are not connected to Truphone you may be offered the choice of using Truphone Anywhere or GSM (GSM = via your mobile/cellular operator). See our [Truphone Anywhere](#) section later in this guide for more information.

Making a standard GSM phone call

If you wish to make a standard Mobile/Cell phone call, even while connected to Truphone, you can manually select **Voice call** using the Options soft key or by pressing centre button.



1. Either enter a phone number or use the contacts book to select a contact.
2. Select Options>Call>Voice call (or Options>Voice call).

Note: Depending on your Truphone Anywhere settings you may be asked if you would prefer to make the call via Truphone Anywhere or GSM.

Setting your default call type

When connected your default call type is **Internet call**, but you can change this.



1. Navigate to Menu > Contacts and tab across to Truphone
2. Select Options > Settings
3. Scroll down to **Default net call service**
4. Click to change from **Yes** to **No**

The green Call button will now default to cellular calls and Truphone calls can be made using the Options>Call>Internet call option.

Switching Truphone off

Truphone is designed to be on whenever the phone is switched on. This enables you to make and receive Truphone calls but should you wish to switch it off do the following:

- 1 Navigate to Menu > Contacts and tab across to Truphone
Select Options
Select Deactivate service

When you switch off, the default call type automatically changes from Internet to Cellular.



NUMBER OPTIONS

When you make Truphone calls your standard phone number will be used as your CLI (caller ID).

This is the number that was in your phone when you installed and setup Truphone. If you change your number, simply perform a SIM update (details next page)...

Note:

You can also buy an inbound Tru Number which allows you to receive calls via the internet from standard landlines/mobiles. If you have a Tru Number, this will be used as your CLI. SIM update then only updates your forwarding number.

See our Tru Number section later in this guide for more information.

SIM UPDATE

Truphone automatically supports multiple SIM cards.

Simply insert a different SIM, and Truphone will detect the change and ask you if you would like to send an SMS to update your number. By default this will update your CLI (caller ID) and forwarding number.

To change your SIM card:



1. Insert the new SIM card.

(**Note:** SIM must not be associated with another Truphone account).

2. You can choose whether or not you want to change your number now:

- Select **OK** if you want to change your number now. A text is sent and the number is updated.
- Select **Cancel** if you don't want to change your number now.

If you choose to update your number later you can do this manually in the SIM Update settings by selecting Options>Settings>SIM Update>Manual Update.

Note:

SIM Update requires the sending of an SMS/Text message (to +447978881111 (or +19734574200 for customers in the USA/Canada)). This will be charged by your service provider at their standard rates.

Configuring SIM Update Options

To update SIM settings:

1. Navigate to the main Truphone screen (e.g. Menu>Installations>Truphone).
2. Select Options>Settings> SIM Update.
3. Select the SIM setting that you want to change.
4. Select Options>Change.

Forward number...

Update: will change your number when a new SIM is inserted.

Don't update: will not change your number when a new SIM is inserted.

Ask on update...

Always: will ask the user before sending the SIM Update SMS/text message when a SIM change is detected. This is the default setting.

Never: will send the SIM Update SMS/text message without asking.



RECEIVE TRU CALLS

Other Truphone users can call you for FREE, by dialling the phone number linked to your account.

You will not pay to receive Truphone calls. Simply ensure that you are connected to Truphone. You can tell if an incoming call is a Truphone call by looking out for the internet call symbol... 

Note:

You can also buy an inbound Tru Number which allows you to receive calls via the internet from standard landlines/mobiles. This is particularly great in helping you to avoid inbound roaming charges when abroad!

See our Tru Number section later in this guide for more information.

Receiving a Truphone call to your Tru Number

You can choose to buy an inbound **Tru Number** for your account. A TruNumber is a normal telephone number which enables anyone to reach you - anywhere, anytime.

- When you are **Online** (i.e. connected to Truphone) you will receive calls via the Internet.
- When you are offline, the caller will be directed to either your **Truphone voicemail** service or your standard phone number, if you have configured **call forwarding**

Receiving a Truphone call (no Tru Number)

- From **Truphone Users**: When you are **Online** (i.e. connected to Truphone) you will receive calls from other online Truphone customers via the internet. This call will be FREE!
- From **Truphone Users**: When you are offline, the caller will be directed to either your **Truphone voicemail** service or your standard phone number, if you have configured **call forwarding**
- From **Landlines and Cell Phones**: Calls to your Mobile/Cell phone number will reach you via your service provider as usual.



TRUPHONE VOICEMAIL

When you are offline incoming calls may be diverted to your **Truphone voicemail** service.

We send a copy of every voicemail message to your email address (if linked to your account and validated).

You can also access your Truphone voicemail by phone:

1. Dial 1571 (when connected to Truphone).
2. Follow the audio prompts or use the following shortcuts:

1	new messages
2	to change folders
3	advanced options
4	play previous message
5	play the current message
6	play next message
7	delete (and if deleted, undelete)
8	forward the message to another user
9	save to folder
0	for mailbox options
*	Help
#	Exit

Note:

If you are not connected to Truphone you can retrieve your messages from any telephone by dialling +447978800000 (or +12026838200 from a US phone). You will be prompted for your mailbox ID (e.g. your Truphone number, 4479788xxxxxx) and your security PIN (available on the My Account section of our website www.truphone.com/myaccount).

CALL FORWARDING

Truphone provides a call forwarding service for when you are off-line (not connected to Truphone).

For example, if you are out of range of a Truphone-capable Access Point and someone calls your Tru Number, we can forward the call to your standard mobile/cell phone number.

Call forwarding is **enabled** by default; call forwarding when there is a charge is **disabled** by default.

To enable/disable call forwarding...

Call forwarding details

Forward incoming calls when offline to [\(more details\)](#)

my mobile (GSM/cellular) - charge may apply

my Truphone voicemail - free of charge

If there is a charge [\(more details\)](#)

accept charges (pay from my Truphone account balance)

ask caller to leave Truphone voicemail

1. Go to www.truphone.com/myaccount
2. Click the **Edit** button next to **My Numbers**.
3. Choose your desired **Forward incoming calls when offline** option
4. Press **Save**

- **My mobile:** if you wish to have incoming Truphone calls forwarded to your mobile. Charges may apply
- **My Truphone voicemail:** if you wish to have your callers leave a voicemail free of charge

To enable/disable call forwarding charges...

Call forwarding details

Forward incoming calls when offline to [\(more details\)](#)

my mobile (GSM/cellular) - charge may apply

my Truphone voicemail - free of charge

If there is a charge [\(more details\)](#)

accept charges (pay from my Truphone account balance)

ask caller to leave Truphone voicemail

1. Go to www.truphone.com/myaccount
2. Click the **Edit** button next to **My Numbers**.
3. Choose your desired **If there is a charge** option
4. Press **Save**

- **Accept Charges:** if you wish to have Truphone calls forwarded to your mobile. Charges may apply.
- **Ask Caller:** if you wish to have your callers leave a voicemail free of charge

If you don't accept the forwarding charges, 'chargeable forwards' will go to your Truphone voicemail. If you choose to accept charges, all incoming calls will always reach you. Incoming calls forwarded to your mobile/cell phone number are charged at our standard low cost internet rates (i.e. if the number linked to your account is US mobile, you will be charged as per the current rate to call a US mobile).

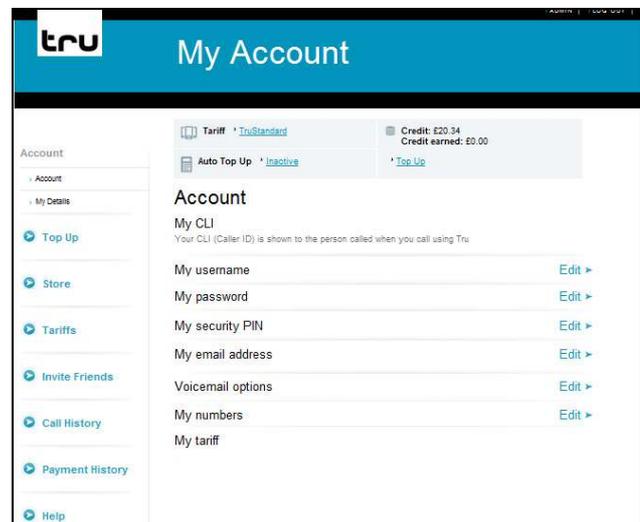
TRU NUMBER

You can choose to buy an inbound **Tru Number** for your account. A TruNumber is a normal telephone number which enables anyone to reach you - anywhere, anytime.

- A Tru number allows you to receive calls from standard landlines/mobiles.
- A Tru number allows you to receive SMS messages over the internet.
- Avoid inbound roaming charges when abroad

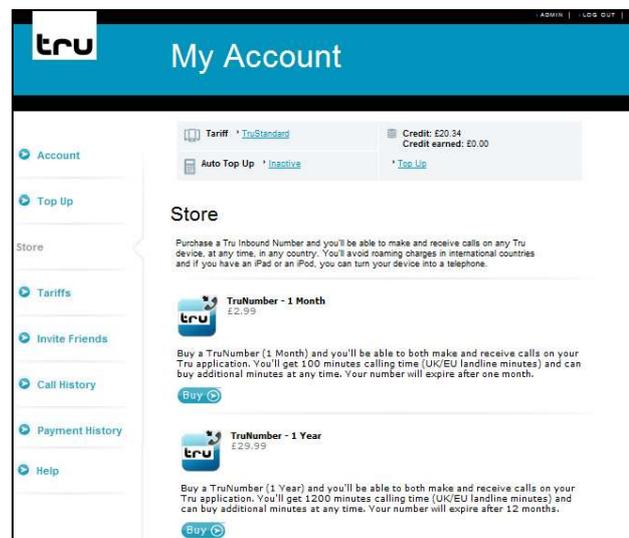
To buy a TruNumber...

1. On a computer...
 - a) Log onto www.truphone.com/myaccount
 - b) Choose **Store** from the left bar



2. Choose the length of time you would like to have a number for (1 Month/1 Year)

Then click **Buy**

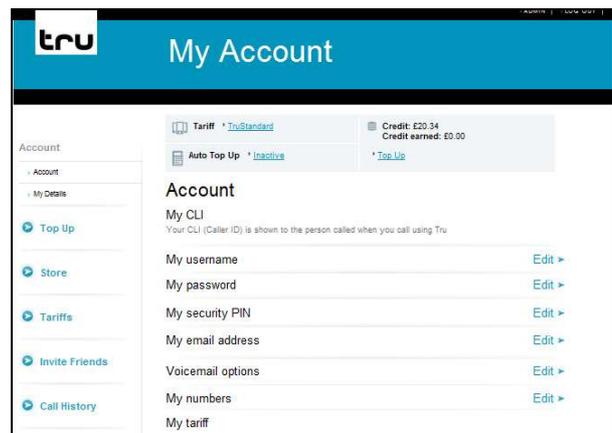


ADDING CREDIT

Truphone credit allows you to call any landlines/mobiles, anywhere in the world, at our low rates.

To add credit from the Truphone website...

1. a) Log onto www.truphone.com/myaccount
b) Select **Top Up** from the left bar



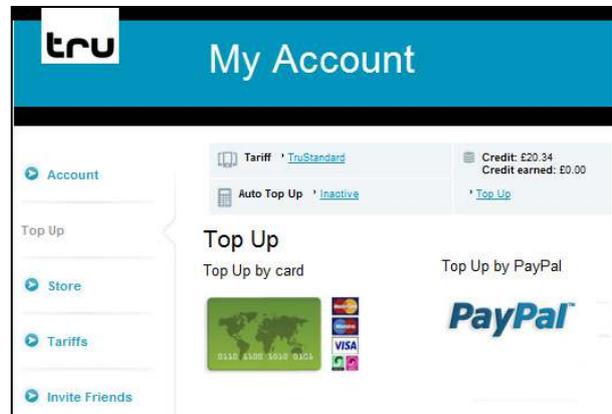
2. Choose your desired payment method. Click to proceed.

Top Up by card:

Choose to add credit using a Credit/Debit card.

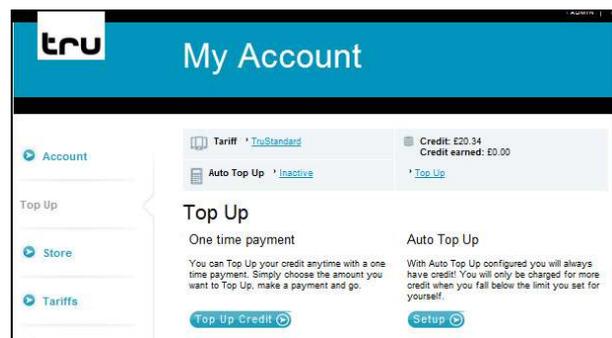
Pay by PayPal:

Top up using a PayPal account. PayPal allows you to pay by card, cheque, or direct from your bank account



3. If you choose to **Top Up by card** you are given options to, make a single payment, or configure an **Auto Top-Up**.

Note: To ensure that you never run out of credit, why not choose to configure an 'Auto top-up'. Automatically add a chosen amount of credit when your balance falls below a pre-defined amount.





ADDING CREDIT - PHONE

Truphone credit allows you to call any landlines/mobiles, anywhere in the world, at our low rates.

Truphone also have a telephone top-up system which gives you even greater flexibility when managing your Truphone credit. Simply dial one of the following numbers to use our easy step-by step telephone system...

Customers based in the UK:

Dial 1500 whilst connected to Truphone or +442033558248 from any phone.

Customers based in the US:

Dial 1501 whilst connected to Truphone or +13475351535 from any phone.

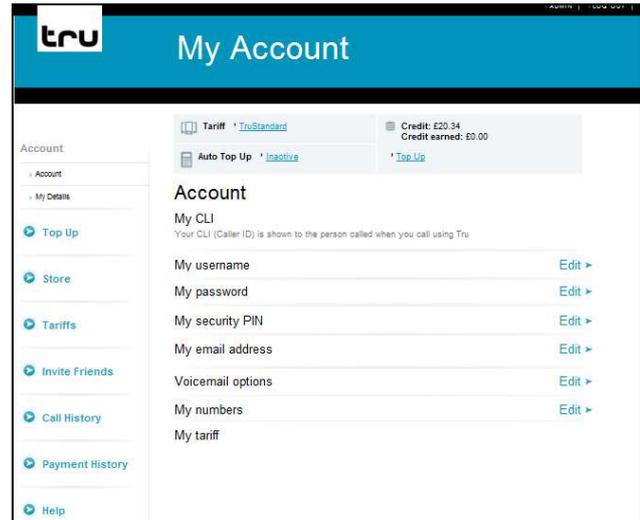
Customers based outside the US/UK:

Dial 1501 whilst connected to Truphone or one of the following numbers from any phone +442033558248 (UK) or +13475351535 (US)

TRU MINUTES

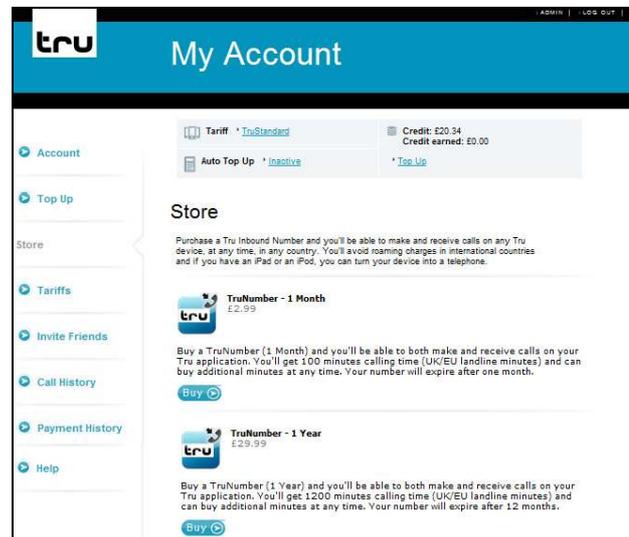
Purchasing Truphone minute's, offers even lower call costs. Minute bundles can be purchased on our website.

1. On a computer...
 - a) Log onto www.truphone.com/myaccount
 - b) Choose **Store** from the left bar



2. Choose the type of minute bundle you would like to purchase.

Then click **Buy**





TRUPHONE ANYWHERE CALLS

Truphone Anywhere allows you to make low cost calls, wherever you have standard mobile/cell phone coverage.

This means you can use Truphone for all of your calls, and not just when you have a Wi-Fi/3G connection. This is particularly useful for making international calls or when roaming abroad.

How does Tru Anywhere work?

Tru Anywhere works in two modes: call through and call back, but all the clever behind the scenes stuff happens automatically. Calls made with Tru Anywhere behave like all other calls - you just dial as normal and wait for the call to connect.

The Truphone application will try to set up your mobile calls in the following cost-effective priority order:

1. Via Wi-Fi or 3G
2. Via Truphone Anywhere (**Call Through**). *Default setting: **On** for International Calls*
3. Via Truphone Anywhere (**Call Back**). *Default setting: **Off***

You don't need to do anything different when making a call



Making a call with Truphone Anywhere

Truphone does it all for you. Install Truphone, and simply make an international call.



1. Dial an international number

Note:

If you wish to use Truphone Anywhere for all calls select **Options>Settings>Anywhere>Advanced settings>Redirect when>All Calls>ON**



2. Highlight **Truphone Anywhere call** and press **OK**
Your call is connected using Truphone Anywhere

Truphone Anywhere does this in two different ways: using either **Call Through** or **Call Back** technology. The benefits of Call Through and Call Back depend on your specific service provider tariff...



Truphone Anywhere – Call Through

Call Through redirects your call to an 'access number' in your current country. Truphone then automatically connects the call to your dialled destination.



What you pay for

- You pay your mobile/cellular operator for a local call (in-country landline)
- Low cost call at Truphone's standard low cost call rates

If your current mobile deal includes bundled, free or low-cost minutes for in-country domestic calls, Tru Anywhere will probably save you lots of money on **international calls**. In some instances it'll **save you a fortune**. Tru Anywhere 'Call Through' is available for in 42 countries.

For full details and more information please refer to our website... <http://www.truphone.com/truanywhere>

Note:

Call through is active only when the country you are in matches the home country of the SIM card in the phone. Truphone Anywhere will detect the country you are in automatically and only use **call through** where possible. See [Truphone Anywhere Settings](#) (below) for more detail.

How do I find out my current Truphone Anywhere call through number?

To find out your Truphone call through number:

1. Navigate to the main Truphone screen (e.g. Menu>Installations>Truphone).
2. Select Options > What's my > Call through number.

Truphone displays your call through number when call through is available. This can be useful if you want to check your mobile operator bill.



Truphone Anywhere – Call Back

Call back means that both legs of a call originate from Truphone, even though you dial a number on the handset. An SMS is sent to Truphone requesting the call. We will then call you back, and connect you to your dialled international destination automatically.



What you pay for

- An SMS message*
- Low cost Truphone rate call to your own mobile/cell phone
- Any inbound call charges from your mobile/cell provider
- Low cost Truphone rate call to your dialled international destination
- All calls charged at Tru's standard low international call rates

Truphone Anywhere 'Call Back' service can be useful both at home (if you are on a high cost pay-as-you-go tariff) or when travelling abroad. This makes Truphone's cheap rates available to you wherever you are, and is particularly useful in situations where outbound call rates are expensive but receiving calls is much cheaper or free.

(* SMS message is to +447978881111; or +19734574200 for customers in the USA/Canada)

Note:

Call back generally describes a service where you enter your telephone number and the number you want to call and the calls are then linked by the service provider or you get a "call back". This is typically a web-based solution but Truphone have taken it a step further and **automated** the process on the handset.

For full details and more information please refer to our website... <http://www.truphone.com/truanywhere>



TRUPHONE ANYWHERE SETTINGS

Truphone Anywhere settings can be changed by navigating to Options > Settings > Anywhere.

The default settings are:

Call Through: On – International Calls – Always Ask

Call Back: Off

This means Truphone Anywhere will work only when the SIM card is in its home country, calling an international number, and the user will be asked to confirm before each call.

For Example:

Calls from Germany to UK with a German SIM

Calls from Italy to France with an Italian SIM

Depending on your mobile/cell phone cellular tariff, it may be possible for you to make further savings by using the advanced settings and whilst roaming. In all cases, we recommend you understand your mobile/cell phone operator's charges.



Turning Truphone Anywhere On/Off

Truphone Anywhere is a feature of Truphone and can be accessed via the settings menu. Truphone Anywhere is **ON** by default.



1. Click on the Truphone icon on your handset and select Settings > Anywhere



2. Select Anywhere > Options > Change

 **Shortcut tip** – Select the middle button on your handset to toggle between **On** and **Off**

Note: When Anywhere is set to Off you can only make Truphone calls over Wi-Fi & Service provider Data Connections



Changing Truphone Anywhere Advanced settings

1. Navigate to Settings > Anywhere > Advanced settings
2. Select the setting you want to change.
3. Select Options > Change.
4. Select the required option (if there are more than 2).



Call Through:

Home Network - Call Through is switch on. Active when SIM is connected to its Home Network.

Home Country - Call Through is switch on. Active when the SIM is connected to a Network in it's home country (e.g. a German SIM is making a call via any provider in Germany).

Off - Call Through is switched off.

Call Back:

You can turn Call Back **on** or **off**. Even when it is turned on, call back will only be used if Call Through is not available for that call – for example when roaming abroad.



Redirect When:

Shows a list of options to control when a call will be redirected by Truphone Anywhere. All calls can be redirected, or any combination of calls to international numbers, calls made when abroad, or a 'custom filter'

All Calls - Uses Truphone Anywhere for all calls

International Calls - Uses Truphone Anywhere for International calls.

When Abroad - Uses Truphone Anywhere when roaming abroad (or where the SIM in the phone has a different country location from the service provider that you are roaming on). Call back only.

Custom Filters - Allows you to add numbers or number ranges where you always want Truphone Anywhere to be the default call solution.



Ask for call type: Controls whether you are given a choice of Truphone Anywhere or GSM when a Truphone Anywhere call is available:

Fall back to GSM: Controls whether a call is attempted using GSM should a Truphone Anywhere call fail for any reason.

Current SIM: This shows the country of origin (the 'Home Country') of your current SIM, and cannot be changed manually.

Reset to default: Select this option if you want to reset your settings to the default values. The default settings are Truphone Anywhere ON for International Calls (Call Through On, Call Back Off)

Custom Filters

When you always want to use Truphone Anywhere for specific numbers or countries you can set this up using Custom filters. For example: You work in New York regularly and you always want to phone your office in London. Adding a "+44" filter will turn Truphone Anywhere ON for all calls to the UK.

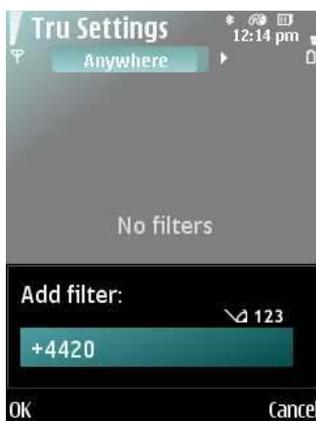
To set up custom filters:



1. Select Anywhere from the Tru Settings menu.
2. Select Redirect When > Custom Filters
3. Switch **Custom Filters to On**.
4. Select the second **Custom Filters** option.

The "active filters" screen appears (which says No filters when empty).

4. Select Options>Add filter
5. Enter the number or part number you require and select **OK**.



Examples:

1. If you enter +1 then this will include all US numbers (US=+1)
2. If you enter +1808 then this will include all Hawaiian numbers (Hawaii=808)
3. If you enter +4420 then this will include all numbers in London, UK (UK=+44, London = 203, 207 & 208)

MY ACCOUNT

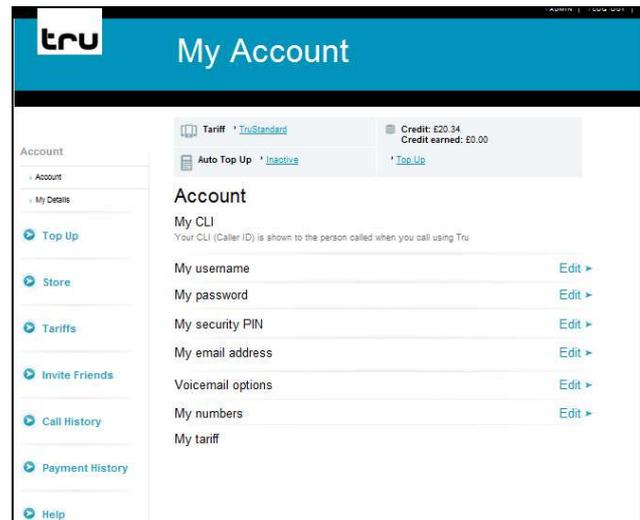
To manage your Truphone account it is recommended that you sign onto the **My Account** section of our website on a computer. Your account comes with a full web interface to view and manage all your account information.

1. On a computer...

Log onto www.truphone.com/myaccount

Note:

Initially log in with your mobile/cell number (in international format e.g. 447978881111 or 12026838200) and your account password (this is sent by SMS/text message when you sign up)



You can then create a memorable user name and password and gain access to Call History, Account Balance and many other features (such as voicemail and call forwarding).

Your My Account pages provide access to:

- Personal Details
- Account Information
- Tariff Information
- Adding Credit and Payment History
- Buying a TruNumber or Minutes
- Call History
- Managing Voicemail
- Managing call forwarding numbers
- Updating your CLI (caller ID)

MANAGING CONNECTIONS

Truphone allows you to decide which connections (or Access Points - APs) you want to connect to automatically ("auto-connect") and which you want to connect to manually.

This is managed with the standard Nokia destinations.



From within your standard contacts:

1. Navigate to Menu > Contacts and tab across to Truphone



2. Select Options > Settings



3. Select **Service connectivity**

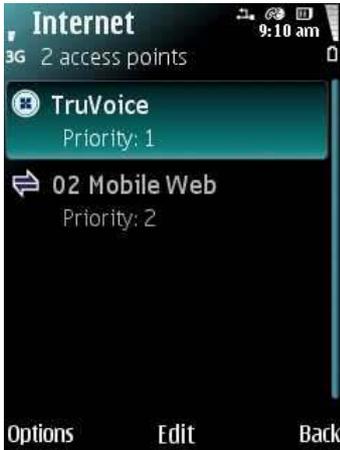


4. Select **Network destinations**



5. From within the Network destinations folder; choose **Truphone**. You can then...

- a) Select, Add, Delete or Edit a network destination(s) used by Truphone.
- b) Copy existing network destinations to other folders. For example to use your data providers 3G connection with Truphone...
 - a. Open **Internet**
 - b. Highlight desired **AP**
 - c. Options > Organise > Copy to other d
 - d. Choose **Truphone**



6. Within each network destination you can view a list of available access points. You can also set the priority of each individual access point.

To set the priority:

- a) Select **Options > Organise > Change priority**
- b) Highlight the access point you wish to change the priority of
- c) Select **OK**

What do the icons mean?

Truphone uses the following icons:



Connected to Truphone



A wireless internet (Wi-Fi) connection is active in a network with no encryption



A wireless internet (Wi-Fi) connection is active in a network with encryption



A wireless internet (Wi-Fi) connection has been detected.



Indicates the signal strength of the Access Point.



A 3G connection is open.



A 3G connection is available.

Example screenshots



A 3G connection to Truphone



A wireless internet (WLAN/WiFi) connection to Truphone



How to connect to Truphone at commercial (chargeable) hotspots

Some commercial hotspots require that you login via your web browser. At such hotspots you will need to login before running the Truphone application.

1. You will need to enter any web address into the handset's web browser (Menu>Web) which redirects to the Hotspot logon page. The logon can be as simple as clicking Connect or may require a Username and Password.
2. Once connected via the browser, leave the browser running and connect to (activate) Truphone.
3. Holding the menu button continuously for 2 seconds allows you to select the standby screen or another active application without closing the browser (Shortcut: Pressing the menu button twice returns you to the standby screen from any app)

NB: Do not close the web browser or the Truphone connection will be lost.



RESOLVING CONNECTION ISSUES

If your connection fails for any reason there are a number of steps you can take to reconnect:

1. Reboot the phone (turn it off and then on again).
2. Navigate to Contacts, tab across to Truphone and select Options>Activate service.
3. Try changing the **Port** to see if you can get a successful connection.
 - a) Navigate to Menu > Tools > Settings > Connection > SIP settings > Truphone.
 - b) Scroll down to Proxy and Registrar server and try changing your Port settings
 - c) You can try connecting on port 5062 or 5060.
4. Try changing the **Transport type** to see if you can get a successful connection.
 - a) Navigate to Menu > Tools > Settings > Connection > SIP settings > Truphone.
 - b) Scroll down to Proxy and Registrar server and try changing your Transport Type settings
 - c) You can try switching between TCP and UDP.

Note: Please make sure that both the Proxy and Registrar servers Transport type and Port settings are the same and that you restart the phone after each set of changes.



COMMON QUESTIONS

Please see below for answers to some common questions...

Q: How do I know if I am connected to Truphone?

A: The Nokia internet telephony icon  indicates that you are connected to Truphone. You should be able to see this icon from the home screen.

Q: Who can I call with Truphone?

A: Truphone allows you to make low cost calls to mobiles and landlines anywhere in the world. Exactly the same call charges apply from wherever in the world, you connect to, and use Truphone. When other Truphone users are online (connected to Wi-Fi or 3G) you can call for FREE!

Q: Can I receive Truphone calls?

A: You can receive calls from other Truphone users for FREE! You can also purchase a Truphone number which will allow you to receive calls from standard landlines/mobiles. To receive Truphone calls you will need to be 'Online' - connected to Wi-Fi (or 3G).

Q: Can I make Truphone calls when I don't have a Wi-Fi connection?

A: Truphone Anywhere allows you to make Truphone calls, wherever you have standard mobile/cellular phone coverage. This means you can use Truphone for all of your calls, and not just when you have a Wi-Fi/3G connection.



NEED HELP?

If you're experiencing any technical difficulties, please visit our online support section of the Tru website. Here you will find FAQ's and troubleshooting steps that may resolve your issue quickly:

<http://www.truphone.com/apphelp>

Alternatively we are happy to help with any support query you may have over the phone or via email...

To get in touch with our helpful support team, please send an email to: apphelp@truphone.com

If you would rather call us our support numbers are as follows:

UK +44 2071006860 (Open: Monday to Friday 0800-1800 BST)

US +1 3476945000 (Open: Monday to Friday 0800-1800 EST & PST)

Non US/UK +442071006860 or +13476945000 (Open: Monday to Friday 0800-1800 CET)

GLOSSARY

Access Point

An Access Point (AP) is a device that provides wireless access to a data network. The AP usually connects to a wired network, and can relay data between wireless devices and wired devices. APs can link together to form a larger network that allows roaming. Domestically, APs are usually included in a Wi-Fi router that also has an ADSL (broadband) connection.

3G

3G is the third generation of mobile phone standards and technology. 3G technologies enable network phone service providers to offer users a wider range of more advanced services, such as high-speed internet access, all in a mobile environment.

GSM

GSM (Global System for Mobile communications) is the most popular standard for mobile phone telephony in the world. GSM systems offer digital voice quality and alternatives to making calls, such as SMS/text messaging. Alternative systems are used in much of the Americas (TDMA or CDMA) and Japan (PDC).

MAC Address

A MAC (Media Access Control) address is a "name" allocated to a network adapter (or network card) in a device such as a computer or Mobile/Cell phone. It is used to identify the network adapter on a network.

SIM card

A SIM (Subscriber Identity Module) card is a removable smart card in Mobile/Cell phones. The SIM card allows users to change handsets by simply removing the SIM card from one handset and inserting it into another handset.

SIP

SIP (Session Initiation Protocol) is fast becoming the standard for VoIP. SIP enables us to make a VoIP connection between your handset and the person you are calling. SIP defines standards for many different services, including caller ID, conference calls, call forwarding, user mobility and can also transmit multimedia information. SIP assigns users unique addresses, independent of physical location, allowing them to make and receive calls anywhere in the world.

SMS

SMS (Short Message Service), also called "text messaging", is a low cost way of sending text messages on a Mobile/Cell handset.

VoIP

VoIP (Voice over Internet Protocol) is the routing of voice conversations over the Internet or through any other Internet Protocol-based network. It is also known as IP Telephony, Internet telephony, Broadband telephony, Broadband Phone and Voice over Broadband.

Wi-Fi

Wi-Fi is the technology that allows wireless access to the internet. Technically, it is a local network that you connect to using high frequency radio signals and no cables. Public businesses such as coffee shops have begun to offer wireless access to their customers; some are even provided as a free service. Large wireless network projects are also being put up in many major cities.